



## Borrow Materials

### Check Out Policies

In order to conduct library transactions, patrons must present a library card or be able to supply the library card number along with the PIN or password. In the event that a card is lost, a replacement card may be purchased for \$2.00.

Library cards stored on smartphones are accepted, but additional account information may be requested to verify identity to prevent any unauthorized account use. This is especially important since the Library uses a debt collect service (see below for more info) to recover items and fees. If picking up items for a family member, that family member's card must be present, and the PIN or password for that account must be entered.

Items checked out can be returned to any of the branches in the Henderson County Library system. Reserves can be placed on all items (except magazines and some technology resources).

#### [Tips on Using Your Account](#) [1]

ITEM	LIMITS	LOAN PERIOD
New Books	7 per card	2 weeks
Books	75 per card	3 weeks
DVDs	10 per card	3 weeks
Music CDs	10 per card	3 weeks
Audio Books	7 per card	3 weeks
Magazines	5 per card	1 week
Same Title	2 per card	
Hotspot	1 per card	2 weeks

**All items are eligible for up to 2 automatic renewals unless the item has been requested by another library user.**

Effective July 1st, 2021: Henderson County Public Library no longer charges late fines for overdue library materials.

Checkout limits and borrowing periods have not changed. Library users should continue to return items on time to avoid charges for lost materials and to ensure library materials are available for all to use.

Library users are still responsible for replacement cost of items that are lost or damaged.

Reminders will continue to be sent for materials that are due to be returned or overdue. Items not returned within 30 days of the due date will be considered lost and your account will be billed for the replacement of the items.

### Lost or Damaged Items

If books or other materials are lost or damaged enough to be withdrawn from the collection, the patron is asked to pay replacement costs to the library. Damaged items, when paid for, may be retained by the patron. If a lost item is returned within six months of paying for the item a refund can be made.

Replacement Fees for the Playaway Views are \$120.00 [Playaway: \$95, Case: \$10, Charger: \$15].

Replacement Fees for the Launchpad Tablet are \$145.00 [Tablet: \$114.00, Case: \$11, Cord/charger:



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\$20]

Replacement Fees for Mobile Hotspots are \$75.00 [Hotspot device: \$50, Cord/charger: \$10, Case: \$15]

Lost or damaged items must be paid for or replaced in kind within 25 days of the final notice otherwise the account will be sent to a collection agency. See below for timeline following item due date.

Day 7	1st overdue notice
Day 14	2nd overdue notice
Days 30	FINAL notice
Day 30-54	Grace period to return late items & clear up record.
Day 55	Account referred to collection agency, Unique Management Services.
\$10	processing fee added to account, letter sent.